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MAIL AND COURIER TASK FORCE REPORT

14 June 1963

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MEMORANDUM FOR: Deputy Director (Support)

SUBJECT : Mail and Courier Task Force Report

1. The report of the Mail and Courier Task Force is submitted herewith. Our findings briefly are that the Agency has an effective and efficient mail and courier system which is geared to Agency needs and flexible in meeting emergency, special and changing situations. Certain accomplishments and recommendations are contained herein.

2. In our approach to the problem we defined our mission, "To provide the Agency effective and efficient mail and courier service with minimum essential controls." Our analysis of the problem led to the conclusion that we should consider it from four related but somewhat independent standpoints, e.g., (a) external courier service, (b) internal mail delivery and pick-up service, (c) receipts for classified mail and (d) internal control (logging) of classified material. Our general findings under each subject are summarized in succeeding paragraphs which include reference to attachments containing details. The membership of the Task Force, the Agenda and Minutes of Meetings are attached, as Tabs A, B and C respectively.

3. External Courier Service. This service encompasses service to locations in the Washington area outside Headquarters. It includes service to Agency and non-Agency buildings.

a. Our review indicated the possibility of consolidation of numerous courier runs. This was done with an estimated annual savings of \$15,600 (Tab D). The requirements for the special services organic to OCI, NPIC and OS were considered. It was concluded essential that these offices continue their special service.

b. A periodic review, semi-annually or more often if necessary, will be made by the Chief, Logistics Services Division of the number of runs and delivery and pick-up points. Likewise he will be the recipient of requests for additional regular service.

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[] was published which includes the most used regular mail service available with time of delivery and pick-up at the various locations. Also included was authority for mail originators to call for special service. It was concluded this publication would reduce the requirements for special service and at the same time enable originators to plan deliveries to meet their requirements.

d. Establishment of internal relay points at the Pentagon, State and Arlington Hall (the only locations with multiple delivery points) was considered. Our conclusions were that it is not feasible or economical to take this action.

e. The Task Force made note of the fact that the Agency courier service provides delivery and pick-up of material of interest to CIA and consumers and that only NSA services the Agency. It was concluded that the present practice is the most efficient and economical to the government even though the total cost is borne by CIA.

5. Internal Mail Delivery and Pick-up Service.

a. The Task Force received two recommendations regarding delivery points for mail:

(1) The reduction of a large number of registries through elimination, consolidations, etc.

(2) Eliminate central registry facilities for major components; deliver mail direct to organizational level nearest action desk. The delivery of mail as near as possible to the action desk results in the most efficient service with least intermediate processing.

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b. Mail is delivered eight times per day within the Headquarters building and six times per day to downtown Agency offices. Consideration was given to reduction in the number of deliveries, however upon examination it was determined present schedules should be retained. Our conclusion was based upon:

(1) Frequent delivery results in more even flow and eliminates peaks and valleys in processing.

(2) It is highly desirable if not essential that mail move promptly from point to point.

(3) The extremely heavy volume requires constant onward movement to prevent overtaxing facilities at central mail rooms and major receiving/dispatch points.

c. Several tests were conducted to ascertain transmission time of mail to various points in Headquarters and outlying buildings. (Tab E)

(1) Mail sent out at 0910 was received by components in Headquarters between 0937 and 1020 and at other buildings between 1230 and 1600 the same day.

(2) Mail sent at 1150 was delivered in Headquarters between 1315 and 1400 and on to other buildings between 1405 and 1600 the same day.

(3) Mail sent at 1600 was delivered in Headquarters by 0952 and to outlying buildings by 1035 the next day.

Tests conducted on movement to and from DD/I and DD/P components:

(1) The average time from DD/I to DD/P components is 2 hours, 8 minutes.

(2) The average time from DD/P components to DD/I is 3 hours 58 minutes when not logged in RID and 5 hours 35 minutes when logged. This matter was discussed in detail with DD/P representatives who in turn made an internal review to determine if the RID logging could be discontinued. It is still under consideration, however, it appears that DD/P will insist on continuance of the logging.

d. A review of the pneumatic tube systems revealed that utilization represented a relatively small percentage of capacity. Average utilization and capacity of the three systems is:

A	2500 - 12000
B	600 - 10600
C	300 - 10600

Factors precluding or limiting use of the tube include:

(1) The plans for the systems were prepared in 1957-58. Since then numerous organization and space changes have caused many tube stations to be located where little or no use is possible. Likewise several components are now located where tube services were initially considered unnecessary.

(2) Component restrictions on tube movement of special handling or sensitive documents.

(3) In all offices the preponderance of mail is too bulky to be handled by tube.

(4) The systems are new and their capabilities are not fully understood.

Continuing action will be taken (1) to eliminate restrictions on material insofar as possible; (2) indoctrination of potential users; and (3) elimination of minor technical deficiencies in the systems.

e. Consideration was given to the publication of a complete detailed mailing address of all components as an aid to mail senders. It was concluded that the listing now contained in the classified directory portion of the telephone directory was sufficient for mail routing purposes.

f. The Mail and Courier Branch, OL, provides a central U.S. postage mailing service which averages [redacted] (about half is metered). In addition we have [redacted] operational postage stamp accounts throughout the Agency using about [redacted]. Consideration was given to further decentralization of the postage account, however, this was determined to be impractical due to the complicated postal rate structure and the cost for scales, meters and other equipment.

6. Receipts for Classified Mail. Our review of the requirements for and use of courier and document receipts revealed that all components are complying with the provisions of Executive Order 10501. Courier receipts are not required for intra-agency movement of mail, however, the Task Force concluded that movement of mail between the various agency buildings should be accompanied by a courier receipt for control purposes. Movement within any building to be without courier receipt except for Top Secret and special handling

material. It was found that less than 75% of the document receipts are returned to the Agency. Consideration was given to establishment of a follow-up system similar to that used for Top Secret documents. It was concluded that Executive Order 10501 places the responsibility for return on the recipient and that any follow-up system would be too expensive in manpower.

7. Internal Control (Logging) of Classified Mail. A comprehensive survey through use of a mail control questionnaire revealed that logging practices of the various components are in consonance with current regulations. It was our opinion that the regulations are subject to various interpretations. The Task Force took action to draft a more explicit regulation, (Tab F) also specific guidelines for supervisors and logging personnel are recommended for inclusion in a Mail Processing handbook.

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9. The Task Force unanimously concluded that a Mail and Processing Handbook for use in training clerical personnel and for reference purposes is long overdue. A recommended draft outline of the Handbook is contained in Tab g.

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10. Recommendations:

b. That a Mail Processing Handbook be published based on the outline contained in Tab g.

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Chairman, Mail &
Courier Task Force

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Attachments:

Tabs a thru g, as indicated.

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